

## NDDOT TITLE VI ADVOCACY GROUP SURVEY RESULTS - 2010

Title VI Advocacy Group Surveys were attached to the mail and email invitations for the advocacy group public meetings, as well as handed out during the advocacy group public meetings. The intent of this survey was to gather input from many organizations and agencies who serve a variety of people including low-income, minorities, limited English proficient, and people with disabilities. A total of 49 surveys were completed and submitted to the NDDOT. A summary of the results of the surveys are show below.

### 1. How can public meeting advertisements be better advertised for the traditionally underserved, or citizens you represent or work with?

	More media; invite press; press release
	Send emails and have others pass them on; mail
	Public radio; PSA's
	TV; morning and evening news; TV spots with specifics ; cable access/public access TV; PSA's
	More web based ads; city websites; high usage websites
	Mail fliers to social service organizations, agencies who serve the underserved, public agencies, disability providers, Human Service Centers for staff and place in public areas
	Newspaper; larger newspaper ads not in legal section; in the want ads or like supplement
	Contact MPO, Chamber of Commerce
	Signs/Banners
	Partner with disability community organizations; contact NDAD & Options
	Grocery store posters/stuffers/Ads
	Post in Senior Center Monthly newsletter serving 6 counties in SE ND
	Post fliers at senior centers & in home delivered meals; hospitals/clinics; public places/bulletin boards; local agency bulletin boards; United Tribes Tech College
	Schedule so you have build in crowds such as church-Adult Forums, Community Collaborations
	Fix what you have/update them

### 2. Public meetings are required to be held at handicap accessible facilities. This is not always possible in smaller communities. What possible measure could be taken for these cases? For example:

	Libraries
<b>-Have greeter at the front entrance to help people in and out of inaccessible facilities?</b>	
	Yes
	Good idea
	Might work
	No-safety/discretion issues
	More than one- if person needs lifting
	Would help
<b>-Move the meeting to a different facility that is handicap accessible, but then consequently could potentially be 50 miles or more away, which could be a travel burden?</b>	
	If necessary
	Not a good idea; not preferred; not going to help; unrealistic
	Yes
	No
	Offer free transportation
	Cop out
<b>-Other measures?</b>	
	Hold at senior centers; churches
	People could be advised regarding other means to give their input
	Contact public transit agencies for input; ask leaders in the small communities for their thoughts
	Use local TV stations/cable stations
	Ask for notification if accommodations are needed
	Allow remote access & participation to meeting; do a web simulcast with call-in capability; use IVN or polycom system in state agencies-(accessible facilities)
	Have at closest handicap accessible building in your community; meet at nearest accessible area

## NDDOT TITLE VI ADVOCACY GROUP SURVEY RESULTS - 2010

	IPAT or Independent Living Centers may have ideas for temporary adjustments to make a local facility accessible; take/use temporary ramps
	Find funding to make changes to existing buildings
	Check at local Chamber; use schools; County Seat-Courthouse
	Do what it takes to make it accessible
	I have written the DOT a number of times about targeting some funding each year for barrier removal. The smaller communities will not do without a partner.
	This is a cop out- there has to be places accessible- churches, schools, town halls- all supposed to have access; I have found that most small towns have a building that is handicapped accessible
<b>3. Public meetings should be held at a time and place convenient for all affected citizens. What measures could be done to help determine an appropriate/convenient day, time, and place for the public meeting?</b>	
	Send this question to places that help people with disabilities; have agencies ask their clients
	Evenings
	Afternoons
	Day hours
	Weekends
	Offer them more than one and at different times/afternoon and evening
	Advertising/phone calls
	Do survey during state elections; Survey/statewide survey; have meeting schedule survey online
	Ask the people attending the meeting
	Just schedule it/ get the word out
	Not possible
	Schedule so you have build in crowds such as church-Adult Forums, Community Collaborations
	5-7 pm
	This meeting not a convenient place for special needs consumers
	Midweek, after work, 7pm; after work; 7:30 pm
	Don't know
<b>4. What is the primary purpose that your clients need to visit a drivers license office?</b>	
	Personal/photo/legal ID cards
	Testing for permit/license
	N/A
	Renewals
	Eye test
	Title/Registration
	Same as everyone else
<b>5. What areas pertaining to the services provided by the Drivers License Division do you or your clients see as needing improvement?</b>	
	No comment; N/A; not sure
	Ability to pay with credit cards
	More flexible testing options; testing for deaf persons; testing measures for disabled (LD) -more time; use old paper/pencil testing-permit (written tests); visual tests- not just a paper & pencil test
	None; they have been very good with the people I bring there
	Mandatory re-testing
	Customer Service; could be more friendly-customer oriented
	Education- physical changes for driving safety
	ADA accessibility; door access; easier access; counters to high for people with wheelchairs
	Better identification of location within buildings
	Worker friendly hours; open over noon hour; only available some days; long lines; have to travel 18-50 miles for service
	Translating the test into other languages
	Employee friendly signs explaining your procedures

## NDDOT TITLE VI ADVOCACY GROUP SURVEY RESULTS - 2010

<b>- How would you make the improvement?</b>	
	Base the testing on individual needs
	Good, miss the office that used to be in Bowbells
	N/A
	Someone to read the questions and answers- audio doesn't work for everyone
	Retesting for individuals who are not driving safely
	Hire those that have a friendly personality; train staff in customer service skills; make sure staff is courteous and helpful; quit the knit picking females
	Offer paper/pencil permit testing
	Sign language interpreter for testing deaf persons
	Automatic doorways
	Offer more office days; at least 1 night a week , extended hours
	More advertising when open
	More workers
	Just do it (legal folks have offered to take you to task for not having test in other languages)
	All license bureaus be accessible and have testing via computer
	More sites available
	Lower counters
<b>6. What is the Drivers License Division currently doing that you have found effective or useful for your clients?</b>	
	Provide non-driver ID card
	Provide background checks
	Better equipment on taking pictures
	Little better on flexibility
	Staff are very friendly; easy to work with; good at answering questions
	Motorcycle licensing with ABATE
	Different ways of testing; computerized testing; Auditory testing, computer read or person reads test
	Providing extra support; availability when we have questions
	Providing options/scheduling 3 times per month
	Nothing. Services have been cut- outreach sites; none in Sargent County
	N/A; not sure
	Accessible/available hours
	Doing good except for language barriers
	You come to small towns
	Providing exam in multiple languages
	Most is good
<b>7. Would you be willing to provide future training? Y or N</b>	
	N
	Y
	Possibly by request
	N/A
<b>-Topic</b>	
	Disability Awareness
	Disability Etiquette
	Working with people with disabilities
	Accessibility- Assistive Technology
	When do you need to stop driving?
	Working through RCS-State Office
	Serving people with disabilities
	ADA Guidelines-accessibility
<b>-Cost</b>	
	0

## NDDOT TITLE VI ADVOCACY GROUP SURVEY RESULTS - 2010

	Free in our service area
<b>-Area of Expertise</b>	
	Disabilities
	ADA
	Disability Rights
	Currently work with Highway Patrol
	Accessibility
	Mental Health/Developmental Disability
<b>8. Suggested number of days that is reasonable in which to provide accommodations for an event?</b>	
	14
	7
	10
	2
	N/A; don't know
	5
<b>9. Suggested type of accommodations?</b>	
	Hearing-present material verbally for people with vision loss vs. overhead; audio
	Interpreters
	Vision-alternative print/large/Braille
	Ubiduo
	N/A
	Could help set training up
	Greeter
	Mobility- wheelchairs, Accessible-entry, meeting room, bathroom
	Allow translators or get the test translated
<b>10. Name of suggested providers?</b>	
	IPAT
	North Dakota Centers fro Independent Living
	RCS has list of certified interpreters at state office
	N/A; don't know
	They would be available- first DOT has to make a decision to do it
	ND School for the Blind
	Center for Independent Living